

Applies To: **ALL**

June 2, 2003

Audio Unit In-Warranty Exchange/Out-of-Warranty Repair (Supersedes 87-015, dated July 29, 2002)

COVERAGE

This bulletin applies to all Acura radios, CD players/ changers, and cassette tape players, both in warranty and out of warranty.

NOTE: Be careful when working on a vehicle with the in-dash, 6-disc CD changer. The changer has six individual trays inside that hold the CDs in place. If you turn the unit upside down, the trays could get misaligned. If this happens, the changer does not accept CDs, and must be sent out for repairs.

For service on out-of-warranty Alpine audio units, your customers can go through an Acura dealer, or call the customer service department of Alpine Electronics at **800-421-2284, Ex 8888**.

WARRANTY CLAIM INFORMATION

In warranty: The normal warranty applies.

Operation Number: From the Flat Rate Manual

Flat Rate Time: From the Flat Rate Manual

Failed Part: Use the **RM** part number from the repair order without the **RM** (example: 08A06-341-110)

Defect Code: From the Flat Rate Manual

Contention Code: From **Audio Customer Contention Codes** in the Flat Rate Manual

Part used for repair: Use the **RM** part number from the repair order (example: 08A06-341-110RM)

DIAGNOSIS

Service Advisor:

- For every audio problem you find, whether in warranty or not, fill out your part of the Audio System Diagnosis and Core Return Form. Refer to page 8. [This form is available only in ISIS. From the Interactive Network (IN), click on **Service, Service Publications (ISIS), Search By Publication, Job Aids**, and print the form.]

Audio System Diagnosis and Core Return Form
You will be charged a \$50.00 diagnostic fee if this form is not completed or not returned with the unit.

1. **Advisor:** Complete the following items. Your Initials _____

Customer Name _____ Dealer Name _____ Repair Order Number _____ Mileage _____
 Customer Comments _____
 • Could you duplicate the problem? ☐ yes ☐ no Is this a repeat complaint? (Same problem on a replacement unit) ☐ yes ☐ no
 • Where is the problem? (Mark all that apply.) (CAM Use notes in Comments.) (CFM Use notes in Comments.) (Tape) (CDD)
 • Other accessories (Enter "or" if Acura, "if" if not.) _____ Tape player _____ CD player _____ CD changer _____ Phone _____ Security
 • How long after purchase did the problem begin? _____ days / months / years (Specify)

Conditions _____
 When: ☐ Always ☐ Sometimes ☐ After using for _____ minutes or _____ hours
 Where: ☐ Anywhere ☐ Country ☐ City ☐ Other location (Use in Comments)
 Weather: ☐ All weather ☐ Dry ☐ Humid ☐ Rainy Outside temperature _____ °F
 Drivings: ☐ Stopped ☐ Moving ☐ Both
 Engine: ☐ Running ☐ Off ☐ Both Other conditions (Use in Comments) _____

Check for _____
 • Long tape (more than 100 minutes)
 • Damaged tape or peeling label
 • Scratched disc
 • Tape player performance
 (See Audio Test Tape TPN 0708-AD1000A)

2. **Technician:** Mark all that apply. Could you duplicate the problem? ☐ yes ☐ no Your Initials _____

Shared functions
 Symptoms
☐ No sound
☐ No volume
☐ Sound distorted
☐ L. Front
☐ R. Front
☐ L. Rear
☐ R. Rear
☐ All speakers
☐ Other location (Use in Comments)
☐ No digital display
☐ No illumination
☐ No power
☐ Will not accept and theft code
 (See Flat Rate Manual)
☐ Other (Use in Comments)
 Check for
 • Blown fuses (Check and replace)
 • Faulty speaker or wires (Use the Audio System Analyzer and adapters)
 • Antenna cable connections
 • At the antenna
 • At the radio

Radio
 Symptoms
☐ Fades in and out
☐ Cuts in and out
☐ Noisy
☐ Sound distorted
☐ Weak sound
☐ No sound
☐ Electrical noise
☐ From engine
☐ From other source (Use in Comments)
☐ Other (Use in Comments)
 Conditions
 Mode:
☐ AM only
☐ FM only
☐ AM and FM
 Stations:
☐ All stations
☐ Weak stations
☐ Strong stations
 Check for
 Antenna continuity
 • Mast
 • Mast tube
 • Ground
 • Cable
 Antenna cable connections
 • At the antenna
 • At the radio

Tape Player
 Symptoms
☐ No eject/tape jammed
☐ Eject/tape jammed
☐ No loading
☐ No play
☐ No sound
☐ Ejects while playing
☐ Sound muffled
☐ Music skipping
☐ Plays too fast
☐ Plays too slowly
☐ Repeats changing sides
☐ Other (Use in Comments)
 Conditions
☐ All tapes
☐ Specific tape
 Length: _____ minutes
 Check for
 • Long tape (more than 100 minutes)
 • Damaged tape or peeling label
 • Dirty head
 • Clean it and try again
 • Performance (See test tape TPN 0708-AD1000A)

CD Player
 Symptoms
☐ Error code
☐ No eject
☐ No loading
☐ Ejects while playing
☐ Music skipping
☐ No sound
☐ No play
☐ Over bumps
☐ All the time
☐ Other (Use in Comments)
 Conditions
☐ All discs
☐ Specific disc
 # _____
 Check for
 • Scratched disc (Damaged disc can cause skipping and no play)
 • Improper installation
 • Springs in wrong direction
 • Shipping screws (not removed)

1 of 2

Audio System Diagnosis and Core Return Form (continued)
You will be charged a \$50.00 diagnostic fee if this form is not completed or not returned with the unit.

Comments (List "Other" Symptoms and Conditions here.)

3. **Parts Manager:** Complete the information below, and follow the instructions.

History Claim Number # _____ Faulty Unit Part Number _____ Serial Number _____ Replacement Unit Part Number # _____ Serial Number # _____

(1) Make two copies of this completed form. Attach the original (Dealer Copy) to the hard copy of the repair order.
 (2) Pack the two copies (Manufacturer Copy) AND A COPY OF THE WARRANTY CLAIM in the box with the faulty unit.
 *Not required if the component is out of warranty.

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Service Technician:

2. Complete your diagnosis, and fill out your part of the Audio System Diagnosis and Core Return Form. Refer to page 9. If you find that the radio, tape player, or CD player is OK, check the rest of the system (speakers, wiring, antenna, and cable).
 - Review PROformance videotape E3103, *Tuning in on Audio Diagnosis*.
 - Refer to these service bulletins as appropriate:

03-016	2001–03 MDX ; <i>Remote Audio Controls Do Not Work</i>
01-034	2001 MDX ; <i>Rattle or Buzz From the Speakers</i>
01-018	2001 MDX ; <i>MDX Audio Unit Buttons Stop Working</i>
01-015	1991–92 Legend ; <i>Safety Recall: Bose Audio Amplifiers</i>
00-006	1996–99 SLX ; <i>Static From the Speakers While Adjusting the Power Mirrors</i>
99-011	1998–99 CL ; <i>Remote Audio Switches Do Not Work Properly</i>
98-006	1998 SLX ; <i>Service Manual Update: CD Player Removal/Installation</i>
97-033	1997 3.5RL (with Bose audio system) ; <i>No Sound From Rear Speakers</i>
97-032	1997 CL, 1997 Integra ; <i>Distortion From the Front Speakers</i>
97-005	1996–97 3.2TL, 1996–97 3.5RL, 1995–96 NSX ; <i>Radio Interference From the Ignition Coil(s)</i>
96-035	1995–96 2.5TL, 1996 3.2TL ; <i>Static When Adjusting the Radio Volume</i>
95-025	1995–96 2.5TL, 1995–96 3.2TL ; <i>CD Player Error Codes</i>
95-019	1995–96 2.5TL, 1995–96 3.2TL ; <i>Rear Speaker Static</i>
94-015	1991–95 Legend ; <i>Acura/Bose Remanufacturing Program</i>
94-011	1991–94 Legend, 1991–94 NSX ; <i>Poor Reception or Interference on the Radio</i>
92-018	<i>Trunk Unit CD Changer Magazine Won't Eject</i>
92-013	1991–92 Legend ; <i>Remote Audio Volume Controls Inoperative or Cause Static</i>
92-001	1991–92 Legend ; <i>Static on AM Band</i>
91-053	1990–95 Integra, 1992–94 Vigor ; <i>Poor Reception or Interference on the Radio</i>
91-045	1991–95 Legend ; <i>Erratic Remote Audio Control Operation</i>
91-027	1992 Vigor ; <i>High Frequency Hum or Silence in DSP Mode</i>
90-010	<i>Audio Unit Error Codes</i>
90-001	1986–90 Legend ; <i>Legend AM Static</i>
88-013	1986–88 Legend ; <i>Legend Poor FM Reception</i>

87-029	1986 Integra ; <i>Damaged DIN Connector</i>
87-024	1986–88 Legend ; <i>Replacement Radio Repair Harness</i>
87-016	1987 Legend ; <i>AM Band Distortion</i>

Service Advisor and Service Technician:

3. If the unit is faulty, check if it is covered by warranty.
 - If the unit is covered by warranty, go to **IN-WARRANTY EXCHANGE**.
 - If the unit is not covered by warranty, go to **OUT-OF-WARRANTY REPAIR**.

IN-WARRANTY EXCHANGE

Service Technician:

1. Ask the parts manager for the appropriate remanufactured unit.

NOTE: If the faulty unit is a CD player or cassette tape player with no model identification on its faceplate, refer to **Identification of Optional Audio Units for In-Warranty Exchange**.

- If your parts department does not have the remanufactured unit in stock, return the vehicle to the service advisor (step 2).
- If your parts department has the remanufactured unit in stock, go to step 5.

Service Advisor:

2. Return the vehicle to your customer, and schedule a date for replacing the faulty unit based on the remanufactured unit's estimated time of arrival.

Parts Manager:

3. If the appropriate remanufactured unit is not in stock, order it through normal parts ordering channels. For part number information, refer to Parts Information Bulletin (PIB) B02-0009, *Audio Unit Warranty Exchange Program* in the Interactive Network (iN). Click on **Parts, Info Library**, and **Parts Bulletins**. In the **Pub ID** dialogue box, enter **B02-0009**, and click on **Search**.

- Refer to **Identification of Optional Audio Units for In-Warranty Exchange** to help identify an optional audio unit such as a CD player.
- For a CD changer controller, order a new unit.

NOTE: If the remanufactured unit does not have the same part number as the faulty unit, the warranty claim will be debited, and you will not get credit for the value of the core.

4. Fill out your part of the Audio System Diagnosis and Core Return Form. Make two copies of the form. Check the **Dealer Copy** box on the original, and staple it to the repair order. Check the **Manufacturer Copy** box on the two copies.

Service Technician:

5. Replace the faulty unit with the remanufactured unit (or new controller). If the remanufactured unit has a shipping cover and shipping screws, make sure you transfer them to the faulty unit being returned.

NOTE: If a cassette tape, CD, or CD magazine is stuck inside the unit, *leave it there* for these reasons:

- The manufacturer needs it for diagnosis and testing.
 - If you try to remove it, you would damage the unit.
 - *The manufacturer will send back the faulty unit unrepaid if you damaged the unit while trying to remove a stuck tape or CD.*
6. If a cassette tape, CD, or CD magazine is stuck inside the faulty unit, fill out a Customer Media Return Label (reorder number E2094), and stick it on the unit. The manufacturer will remove the tape or CD and mail it back to your dealership.

Customer Media Return Label		
NAME _____		
STREET ADDRESS _____		
CITY _____	STATE _____	ZIP CODE _____
Y0325		

Parts Manager:

7. Fill out the FedEx airbill that came in the box with the remanufactured unit. Ship the faulty unit to the preprinted address on the airbill. Do not ship it to the manufacturer or to the Warranty Parts Inspection (WPI) Center. Write your dealer number and the warranty claim number on it as shown below. The airbill comes preprinted with this return address:

**AHM Remanufactured Parts
c/o NK PARTS INDUSTRIES
2640 Campbell Road
Sidney, OH 45365**

Preprinted Federal Express Airbill

Enter the
Warranty Claim Number
here.

Write your
Dealer Number
here.

NOTE:

- Do not use an ordinary FedEx airbill. This preprinted airbill has a special account number on it for the Exchange Program. If you need more of these airbills, call Remanufactured Parts Operations at **937-332-6152**, not your assigned Parts Center.
 - Also refer to PIB B02-0009, *Audio Unit Warranty Exchange Program*.
8. On the repair order, write down the warranty claim number, the original part number, the serial numbers from both the faulty and remanufactured units, and the FedEx airbill number.
 9. Ship the faulty unit in the same box the remanufactured unit came in. Make sure you include this required paperwork:
 - A copy of the warranty claim.
 - Two copies marked **Manufacturer Copy** of the Audio System Diagnosis and Core Return Form.

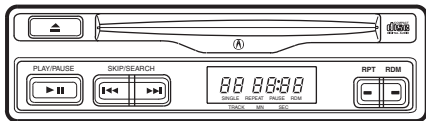
NOTE:

- If you do not complete the warranty claim and the Audio System Diagnosis and Core Return Form or you fail to include them in the box, you will be charged a **\$50.00** diagnostic fee.
- When the Remanufacturing Center gets the faulty unit, your parts account will be credited, and the core credit will be posted to your dealership Balance Forward account. You can identify the credit by the unit part number plus **CO**.

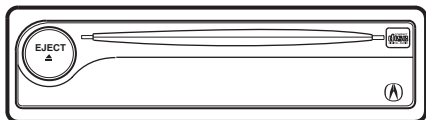
Identification of Optional Audio Units for In-Warranty Exchange (1987 thru 2003 model years)

Optional audio units may have no model identification on their faceplates, so for an in-warranty exchange, instead of removing the faulty unit to check its part number label, just match its faceplate with one of these illustrations.

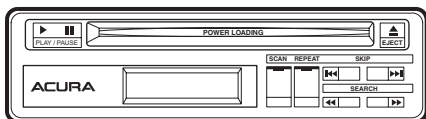
CD Player: P/N 08A06-122-210RM
(Vigor: P/N 39110-SL5-A01RM)
(Alpine)



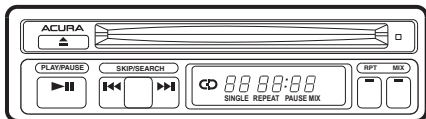
CD Player: P/N 08A06-142-211RM
(Alpine)



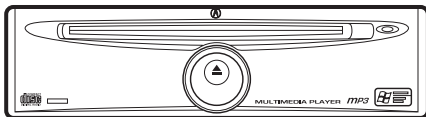
CD Player: P/N 08118-SD207AARM
(Alpine)



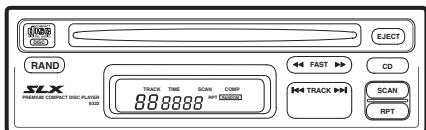
CD Player: P/N 08A06-102-210RM
(Alpine)



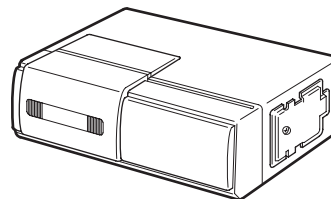
CD/MP3/WMA Player: P/N 08A06-4E2-200
(Alpine)



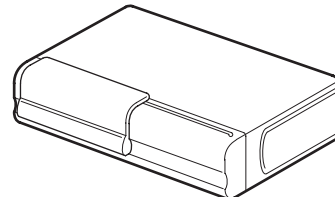
CD Player: P/N 08A06-S47-100RM
(Fujitsu Ten)



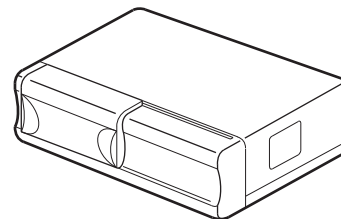
CD Changer: P/N 08A06-112-410RM
or: P/N 08A06-102-410RM
(NSX: P/N 08A06-112-420RM)
(Alpine)



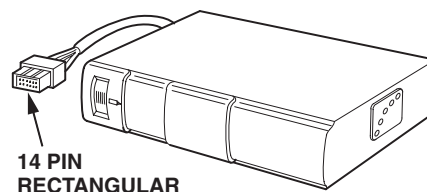
CD Changer: P/N 08A06-122-420RM
(Alpine)



CD Changer: P/N 08A06-162-420
(Alpine)

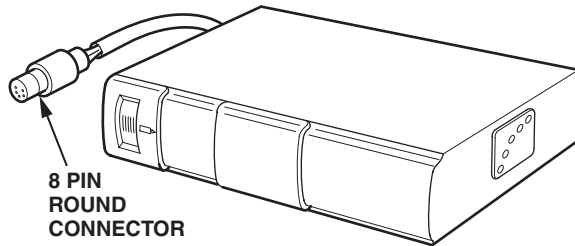


CD Changer: P/N 08A26-1B2-101
(Alpine)

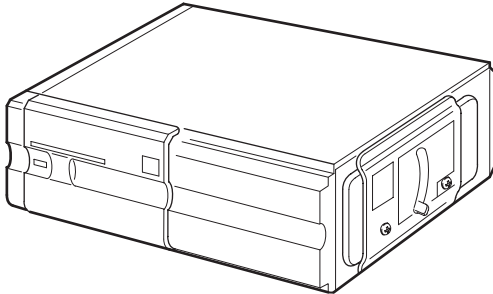


14 PIN
RECTANGULAR
CONNECTOR

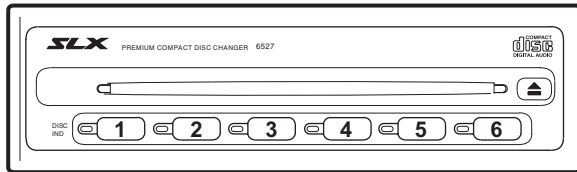
**CD Changer: P/N 39110-SZ3-A01
(Alpine)**



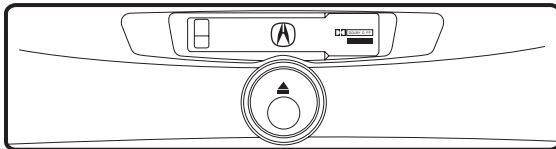
**CD Changer: P/N 08A06-S47-412RM
(Fujitsu Ten)**



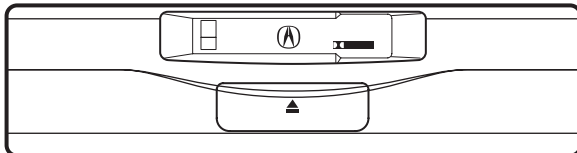
**CD Changer: P/N 08A50-ED1100RM
(Fujitsu Ten)**



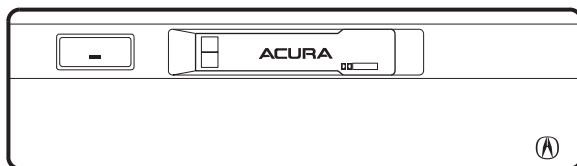
**Cassette Tape Player: P/N 08A03-5E2-000
(Alpine)**



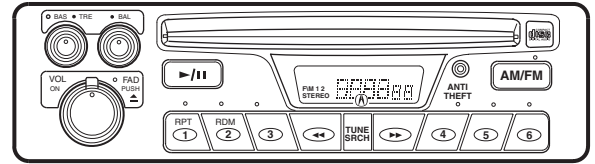
**Cassette Tape Player: P/N 08A03-5C2-050
(Panasonic)**



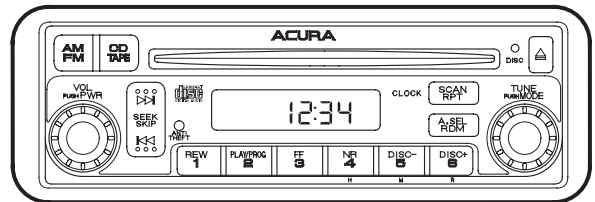
**Cassette Tape Player: P/N 08A03-562-110RM
(Panasonic)**



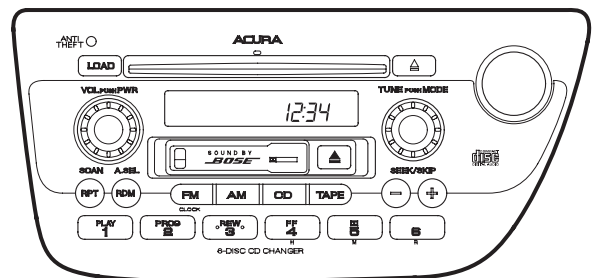
**Tuner w/CD Player: P/N 08A06-122-110RM
(Alpine)**



**Tuner w/CD Player: P/N 39100-S6M-A00ZARM
(Clarion)**



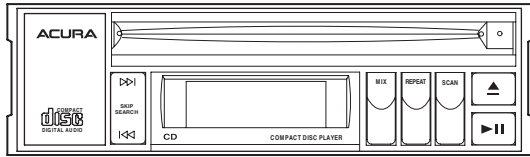
**Tuner/Cassette w/6-Disc CD Changer:
P/N 39100-S6M-A10RM
(Panasonic - Head Unit, Bose - Subwoofer)**



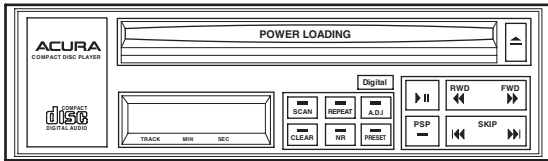
OUT-OF-WARRANTY REPAIR (back to '86 units)

The two accessory CD players shown here are no longer repairable because parts are not available for them.

P/N: 08A06-102-250



P/N: 08118-SG007AA



The CD player upgrade kit in S/B 97-034, *CD Player Upgrade Kit*, is no longer available. Remove and discard that service bulletin from your binder.

Service Advisor:

1. Give your customer an estimate for repairing the unit (see step 5), plus the labor cost to replace it. For an Alpine unit, your customer has the option of contacting Alpine Electronics directly. Alpine's customer service number is **800-421-2284, Ex 8888**.

Service Technician:

2. Remove the faulty unit. If a tape or CD is stuck inside, *leave it there*; the manufacturer will remove and return it. Send the unit to the parts department.

Parts Manager:

3. Fill out your part of the Audio System Diagnosis and Core Return Form.
4. Select the total cost from this chart, based on the type of unit and your customer's choice of shipping.

Audio Unit	Repair Cost	with Return Freight	
		UPS Ground	UPS 2nd-Day
Radio	\$45.00	\$53.00	\$65.00
Booster/equalizer	\$45.00	\$53.00	\$65.00
Radio w/cassette	\$120.00	\$128.00	\$140.00
Radio w/cassette player and built-in equalizer	\$140.00	\$148.00	\$160.00
CD player or CD player w/radio or CD changer	\$140.00	\$148.00	\$160.00
CD changer controller	\$45.00	\$53.00	\$65.00
Cassette player	\$45.00	\$53.00	\$65.00
3-in-1 CD player w/ cassette & radio	\$150.00	\$158.00	\$170.00
CD changer/radio/cassette combo	\$200.00	\$208.00	\$220.00
DVD Player	\$140.00	\$148.00	\$160.00

Audio Unit	Repair Cost	with Return Freight	
		UPS Ground	UPS 2nd-Day
Video Player	\$120.00	\$128.00	\$140.00

NOTE: For 1988–90 Legends with a Bose system, contact the manufacturer for pricing and arrangements at

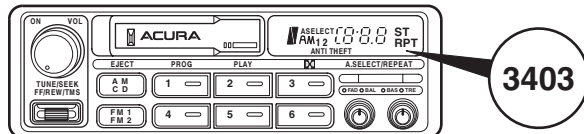
Bose Corporation
Automotive Systems Division-Service
Framingham, MA 01701-9168
800-231-2673

5. Get the required paperwork:

- A dealership check made out to the manufacturer for the cost of repair and return shipping. If you send a faulty unit without a check, the manufacturer will send it back to you unrepared, or they will repair it and send it back C.O.D.
- Two copies of the completed Audio System Diagnosis and Core Return Form. If you send the manufacturer the faulty unit without these copies, they will hold the unit unrepared until they get them.

6. Identify the manufacturer. Units sent to the wrong manufacturer cannot be shipped back in the usual 5 days.

- Look for the number code on the face of the unit.



First Digit of Number Code	Manufacturer
1	Panasonic
2	Alpine
3	Pioneer
4	Clarion
6	Fujitsu Ten

- If the unit has no number code on its face, check the label on the unit housing and compare the first two or three letters of the radio reference number (or the audio unit model number) to this list:

CE or SD Fujitsu Ten
 CM, CD, MR, or MF . Alpine
 CQ or CR Panasonic
 KEH or DEH Pioneer
 PH Clarion

7. Carefully pack the faulty unit and the paperwork in a suitable box, and label the box clearly. You are responsible for lost or damaged units; keep all shipping documents and insurance receipts.

8. Ship the faulty unit to the appropriate manufacturer via UPS.

Alpine Electronics of America
19370 Van Ness Avenue
Torrance, CA 90501
49 State: 800-421-2284, Ext. 8888
CA only: 800-262-4150, Ext. 8888

Bose Corporation
Automotive Systems Division-Service
Framingham, MA 01701-9168
800-231-2673

Clarion Factory Service Center
661 W. Redondo Beach Blvd.
Gardena, CA 90247-4201
310-327-9100 (Ask for Customer Service)

Fujitsu Ten
19600 S. Vermont Avenue
Torrance, CA 90502
800-237-5413

Panasonic Company West
OEM/AP Service 16-B-9
6550 Katella Avenue
Cypress, CA 90630
714-373-7500

Pioneer Electronics Service, Inc.
Honda OEM Division
1925 E. Dominguez St.
Long Beach, CA 90810
800-553-3756

NOTE:

- The manufacturer will repair the unit and ship it back within **5 working days** via UPS ground, prepaid (include the amount in your dealership check) or 2nd-day air, C.O.D. (if you request it). Units damaged by misuse or mishandling cannot be shipped back within the usual 5 days.
- The manufacturer guarantees the repair for **90 days** from the date of the paid customer repair order.

9. To check on the status of your repair order, call the manufacturer. If you or your customer has any problems with this program, call Acura Client Services at **800-382-2238**.

NOTE: A damaged unit may need extra repair. If so, the manufacturer will call you with an estimate of any added charges.

- If you accept the estimate, mail a dealership check for the additional amount to the manufacturer, or have the manufacturer ship the unit back to you and you pay the difference upon arrival (C.O.D.).
- If you reject the estimate, the faulty unit will be returned to you along with a refund. However, you will be charged **\$30.00** (C.O.D.) for diagnosis, shipping, and handling.

It is very important that you fill out the Audio System Diagnosis and Core Return Form fully and accurately. An accurate explanation of the problem and conditions helps the manufacturer to duplicate the problem, speeding the repair, and reducing the number of “No Trouble Found” (NTF) units.

You will be charged a \$50.00 diagnostic fee if this form is not completed or not returned with the unit.

Your Initials **10**

1. Enter the last four digits of your six-digit dealer number.
2. Enter the date the vehicle was delivered to the first owner.
3. Enter the repair order number.
4. Enter the current date.
5. Enter the vehicle's current mileage reading.
6. Enter the VIN.
7. Describe the complaint as explained to you by your customer.
8. Fill in the appropriate blanks to detail the complaint.
 - Was your customer able to duplicate the problem for you?
 - Is this a repeat visit; has this customer been in before about this same problem?
 - What part or parts of the audio system are affected: AM, FM, tape player, CD player, CD changer, multimedia player, cellular phone, and/or keyless entry system? Check all that apply.
 - Mark any accessories that have been added to the vehicle. Put an **A** if it is a Genuine Acura accessory or an **X** if it is an aftermarket accessory.

- 87-015

Service Technician's Section

2. Technician: Mark all that apply. Could you duplicate the problem? ☐ yes ☐ no **1** Your Initials **7**

2 Shared functions	3 Radio	4 Tape Player	5 CD Player
Symptoms <input type="checkbox"/> No sound <input type="checkbox"/> Noise/static <input type="checkbox"/> Sound distorted <div style="margin-left: 20px;"> <input type="checkbox"/> L. Front <input type="checkbox"/> R. Front <input type="checkbox"/> L. Rear <input type="checkbox"/> R. Rear <input type="checkbox"/> All speakers <input type="checkbox"/> Other location: <small>(List in Comments.)</small> </div> <input type="checkbox"/> No digital display <input type="checkbox"/> No illumination <input type="checkbox"/> No power <input type="checkbox"/> Will not accept anti-theft code: <div style="margin-left: 20px;"> <small>(Enter the code you tried.)</small> </div> <input type="checkbox"/> Other: (List in Comments.) Check for <ul style="list-style-type: none"> • Blown fuses (CLOCK and RADIO) • Faulty speaker or wires (Use the Audio System Analyzer and adapters.) 	Symptoms <input type="checkbox"/> Fades in and out <input type="checkbox"/> Cuts in and out <input type="checkbox"/> Noisy <input type="checkbox"/> Sound distorted <input type="checkbox"/> Weak sound <input type="checkbox"/> No sound <input type="checkbox"/> Electrical noise <div style="margin-left: 20px;"> <input type="checkbox"/> from engine <input type="checkbox"/> from other source <small>(List in Comments.)</small> </div> <input type="checkbox"/> Other: (List in Comments.) Conditions Mode: <input type="checkbox"/> AM only <input type="checkbox"/> FM only <input type="checkbox"/> AM and FM Stations: <input type="checkbox"/> All stations <input type="checkbox"/> Weak stations <input type="checkbox"/> Strong stations Check for Antenna continuity <ul style="list-style-type: none"> • Mast • Mast tube • Ground • Cable Antenna cable connections: <ul style="list-style-type: none"> • At the antenna • At the radio 	Symptoms <input type="checkbox"/> No eject/tape jammed <input type="checkbox"/> Eats/damages tapes <input type="checkbox"/> No loading <input type="checkbox"/> No play <input type="checkbox"/> No sound <input type="checkbox"/> Ejects while playing <input type="checkbox"/> Keeps ejecting <input type="checkbox"/> Sound muffled <input type="checkbox"/> Plays too fast <input type="checkbox"/> Plays too slowly <input type="checkbox"/> Keeps changing sides <input type="checkbox"/> Other: (List in Comments.) Conditions <input type="checkbox"/> All tapes <input type="checkbox"/> Specific tape: <div style="margin-left: 20px;"> Length: _____ minutes </div> Check for <ul style="list-style-type: none"> • Long tape (more than 100 minutes) • Damaged tape or label peeling off • Dirty head (Clean it and try again) • Performance (Use test tape P/N 07908-A01020A.) 	Symptoms <input type="checkbox"/> Error code: _____ <small>Code displayed</small> <input type="checkbox"/> No eject <input type="checkbox"/> No loading <input type="checkbox"/> Ejects while playing <input type="checkbox"/> Keeps ejecting <input type="checkbox"/> No play <input type="checkbox"/> No sound <input type="checkbox"/> Skips <input type="checkbox"/> Over bumps <div style="margin-left: 20px;"> <input type="checkbox"/> All the time </div> <input type="checkbox"/> Other: (List in Comments.) Conditions <input type="checkbox"/> All discs <input type="checkbox"/> Specific disc: <div style="margin-left: 20px;"> # _____ <small>Position in magazine</small> </div> Check for <ul style="list-style-type: none"> • Scratched disc (Damaged disc can cause skipping and no play.) • Improper installation <ul style="list-style-type: none"> – Springs in wrong direction – Shipping screw(s) not removed
6 Comments (List "Other" Symptoms and Conditions here.)			

1. Can you duplicate your customer's complaint?
2. If the problem shows up in more than one mode (both radio and tape player, for example) mark the **Shared functions** box at the top of the list, then mark the appropriate **Symptoms** box or boxes.
3. If the problem shows up only in AM and/or FM functions (cassette and CD functions are not affected), mark the **Radio** box at the top of this list, and mark the appropriate **Symptoms** and **Conditions** boxes.
4. If the problem affects cassette operation only, mark the **Tape Player** box at the top of this list, and mark the appropriate **Symptoms** and **Conditions** boxes.
5. If the problem affects only the CD player or CD changer, mark the **CD Player** box at the top of the list, and mark the appropriate **Symptoms** and **Conditions** boxes.
6. Use the **Comments** section to detail any symptoms or conditions that helped you duplicate the problem. If there are any other facts that will help the manufacturer understand the problem, write them in this area.
7. After completing all the sections, initial the form in the upper right corner.

Parts Manager's Section

Parts Manager: Complete the information below, and follow the instructions.

Warranty Claim Number * 1	Faulty Unit Part Number 2	Serial Number 3	Replacement Unit Part Number * 4	Serial Number * 5
<p>(1) Make two copies of this completed form. Attach the original (Dealer Copy) to the hard copy of the repair order. (2) Pack the two copies (Manufacturer Copy) AND A COPY OF THE WARRANTY CLAIM* in the box with the faulty unit. *Not required if the component is out of warranty.</p>				

☐ Manufacturer Copy

☐ Dealer Copy

BJA 17022-25226 (0305)

2 of 2

1. If this is an in-warranty exchange, enter the warranty claim number. If this is an out-of-warranty repair, leave it blank.

2. Enter the part number of the faulty unit being returned.

3. Enter the serial number of the faulty unit being returned.

4. Enter the part number of the remanufactured unit installed in your customer's vehicle.

5. Enter the serial number of the remanufactured unit installed in your customer's vehicle.